



4.1 Analyzing Workflow – Questions to Consider

The following template provides a list of some questions that can be used to help describe a process from end-to-end.

Question	Response
What is the process? (For example, registering a patient or refilling a prescription.)	
Are there important patient care processes that do not involve seeing a patient? (For example, dealing with an abnormal lab result.)	
What are the tasks or steps involved? (For example, checking a patient's health number or confirming a prescription is up-to-date.)	
What are the variations to these processes? Are there acceptable reasons for process variations by clinic site?	
Who completes the process? Do several types of staff perform the same tasks? Is this a good example of cross-training or is it a duplication of effort?	
How long does it take?	
Where are the bottlenecks where the process gets interrupted or slowed? Has some staff member already found a way around such points?	
Do some tasks need to be done more than once in a given process? (For example, must the same data be entered at different points during patient check-in?)	

Template adapted from source:
 Kushinka, SA. California Healthcare Foundation.
 Workflow Analysis: EHR Deployment Techniques. 2011, 10p.